Umer Ismail

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Introduction

Second-year Software Engineering student at Manchester Metropolitan University with a strong foundation in programming, data analysis, and web development. Passionate about problem-solving, team collaboration, and continuous learning. Experienced in leading projects, managing tasks, and working in dynamic environments. Seeking opportunities to enhance technical and leadership skills

EDUCATION

University – Manchester Metropolitan University   **Manchester, UK**

BSc (Hons) Software Engineering (working toward)   *2023 - 2026*

- First Class Degree

College – Bolton Sixth From college   **Bolton, UK**

BTech – Level 3 Information Technology   *2021 - 2023*

- D*DD

WORK EXPERIENCE

Amazon – MAN 3

Bolton, UK

Warehouse Associate & Progress lead (PG)   *December 2023 – Current*

• Packed and processed customer orders efficiently

• Assisted managers with Critical Pull Times (CPTs) and urgent operational processes to meet business demands.

• Utilized Excel to track and analyze workflow metrics, improving efficiency and decision-making.

• Provided team support, ensuring associates followed company protocols and met performance targets.

• Maintained compliance with safety regulations and warehouse procedures to optimize productivity.

Chesters Horwich - Bolton

Bolton, UK

Takeaway Cashier & Customer Service   *June 2023 – September 2023*

• Managed the till, processed customer orders, and handled cash/card transactions efficiently.

• Resolved customer complaints professionally, ensuring satisfaction and repeat business.

• Assisted in preparing and packaging food during peak hours to support the kitchen staff.

• Developed strong communication and problem-solving skills while handling customer inquiries.

Projects

Eventitude – Event Management Platform

Tech Stack: Vue.js, Node.js, Express.js, MySQL, Authentication

• Developed a full-stack web platform enabling users to create, manage, and register for events.

• Implemented **user authentication, CRUD operations, and real-time availability filters**.

• Built a **responsive front-end** with **Vue.js** and managed the backend API with **Node.js & Express**.

Web Payment Portal – E-commerce Payment System

Tech Stack: Vue.js, Node.js, Express.js, MySQL, Authentication

• Built a simulated e-commerce payment portal handling user transaction securely.

• Enabled checkout, payment processing, and transaction confirmation functionalities.

• Gained insights into transaction handling and security considerations in web development.

Student Recipe Finder – Team Project

• Led a team in developing a recipe website for university students based on budget and ingredients.

• Managed project tasks, ensured smooth collaboration, and maintained development progress.

• Enhanced leadership, project management, and web development skills.

Technical Skills & Soft Skills

Programming Languages: JavaScript, Java, SQL

Frontend: Vue.js, HTML, CSS

Backend: Node.js, Express.js | Databases: MySQL

Tools & Platforms: Postman, REST APIs, Excel (Data Analysis)

Soft Skills: Problem-Solving, Communication, Teamwork & Leadership, Adaptability, Time Management